

IN THE CLAIMS:

All of the pending claims 21-23 are set forth below. The status of each claim is indicated with one of (currently amended), (cancelled), or (new). Please AMEND claims 21 and 22 and ADD new claim 23 in accordance with the following:

1-20. (cancelled)

21. (currently amended) A product information brokerage system for mediating between plural users and plural manufacturers via an electronic network, comprising:

a user information storage unit holding information about user-owned products; and

a processing unit automatically extracting, in response to incoming ~~ef~~-log-in information from a user via said electronic network, user-owned product information of said user from said user information storage unit based on the log-in information of the user, displaying a list of user-owned products of said user via said electronic network based on said automatically extracted user-owned product information in a form of a screen prompting said user to select a processing option and a user-owned product to be processed, and

where said processing unit executes processing directed to a manufacturer of said selected user-owned product based on user's selection of said processing, ~~and~~ said user-owned product and the log-in information is user identification information of said user,

said processing unit providing reference information of a product when a user has requested said reference information via said network without logging-in,

said processing unit requesting disclosure of user attribute when said user has requested an action that requires contracting.

22. (currently amended) A computer-implemented product information brokerage method for mediating between a user and a manufacturer via an electronic network, comprising:

linking user information that is input while selecting a user-owned product to be processed with stored product information using a computer; and

providing the user with product information related to the user-owned product without requiring the user to enter data of the user-owned product and providing a manufacturer of the user-owned product with user information based on the linkage,

said method providing reference information of a product when a user has requested said reference information via said network without logging-in,

said method requesting disclosure of user attribute when said user has requested an action that requires contracting.

23. (new) A product information brokerage method for mediating between a user and a manufacturer using an apparatus connected with an electronic network, comprising:

associating a user-owned product including sub-categories thereof with corresponding user information and manufacturer information; and

enabling the user to obtain product support information with respect to the user-owned product including the sub-categories user-owned product and providing a manufacturer of the user-owned product with user information based on the association.